

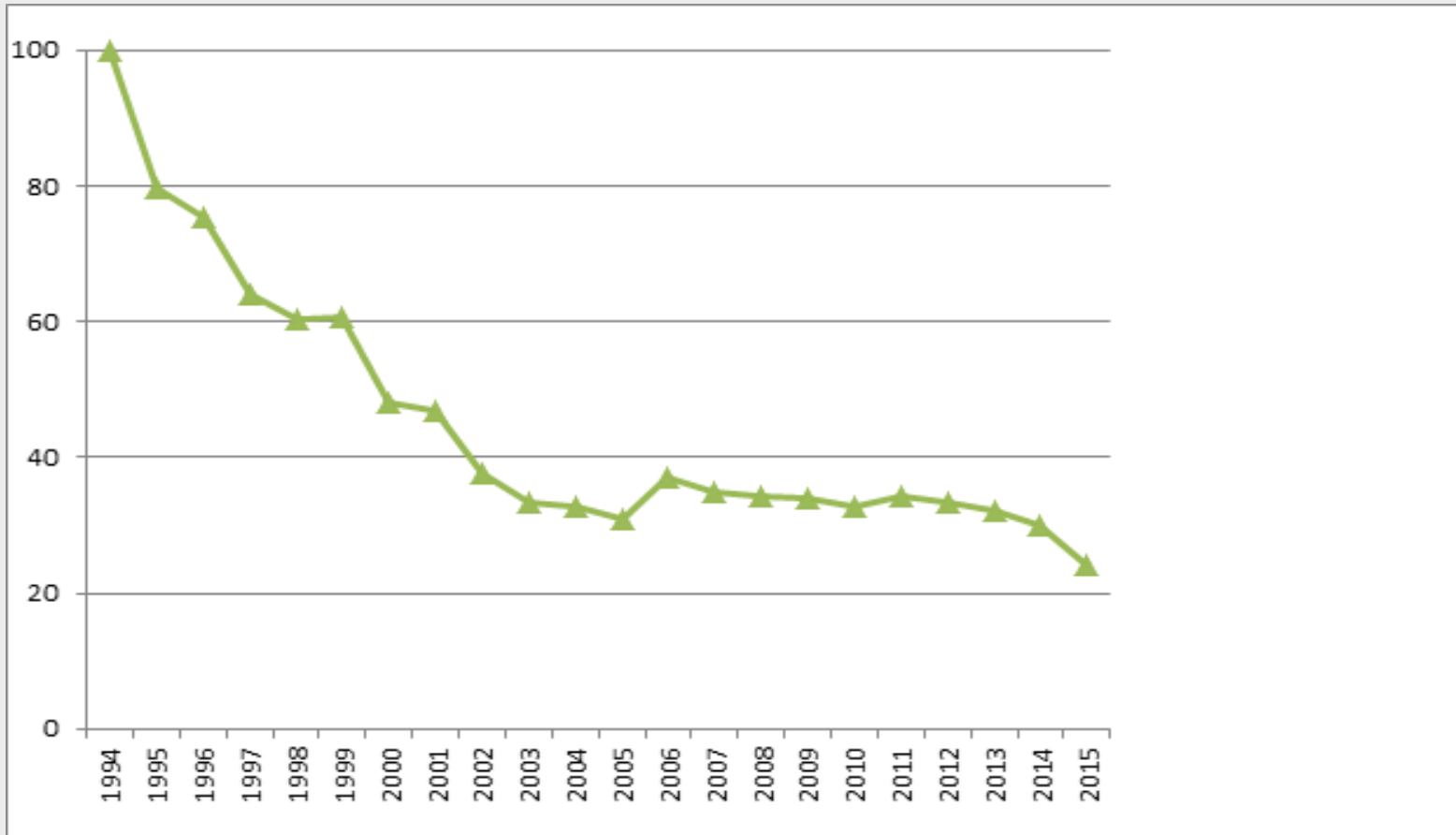


# Response burden management at Statistics Netherlands

**Deirdre Giesen and Anita Vaasen- Otten**

Part of EMOS Webinar by Mojca Bavdaž, 1 March 2017

# Actual RB (in €) caused by SN (1994=100)



# Response burden management at SN

In the past: Focus on managing total actual burden  
(in money and time)

Now: Also look at

- *Spread* of actual burden
- Managing *perceived burden*

\* Bodies & roles

\* Procedures

\* Projects



# Bodies

Respondent Advisory Board

Program Steering Group on respondents

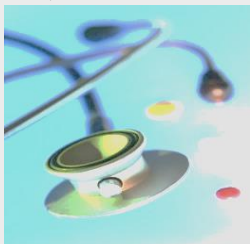


Intergovernmental Meeting  
of Administrative Burden  
Coordinators



Data providers Contact Center

Questionnaire laboratory



# Roles

Response Burden Coordinator  
Accountmanagers Top-300  
Contact Center Agents  
Data collection Methodologists



# Procedures

Data collection strategy

Sample coordination and survey holidays

Measurement of actual and perceived response burden



# Data collection strategy

First: use registers!



Remaining data are collected with minimal response burden

using upload of files

and

electronic questionnaires



# Bodies, roles and procedures

## *Bodies*

Respondent Advisory Board

Program Steering Group on respondents

Intergovernmental Meeting of Administrative Burden Coordinators

## *Roles*

Response Burden Coordinator

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## *Procedures*

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# Recent projects

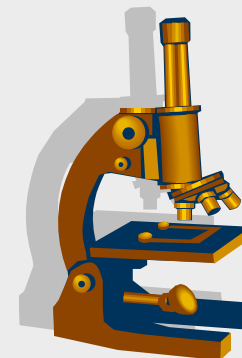
Standardized Business Reporting



Redesign Survey International Trade in Goods



Redesign of burden measurement system



# Standardized Business Reporting

SBR:



RCSFI: Reference Classification System of Financial Information



SBR/RCSFI can replace forms/questionnaires



# Redesign survey international trade in goods

2015: implementation redesign from respondents' perspective.

Three major changes in the data collection for the survey on international trade in goods:

- 1) a new online data collection tool
- 2) the option to report annually instead of monthly for establishments below a certain threshold for imported and exported goods.
- 3) communication on all changes

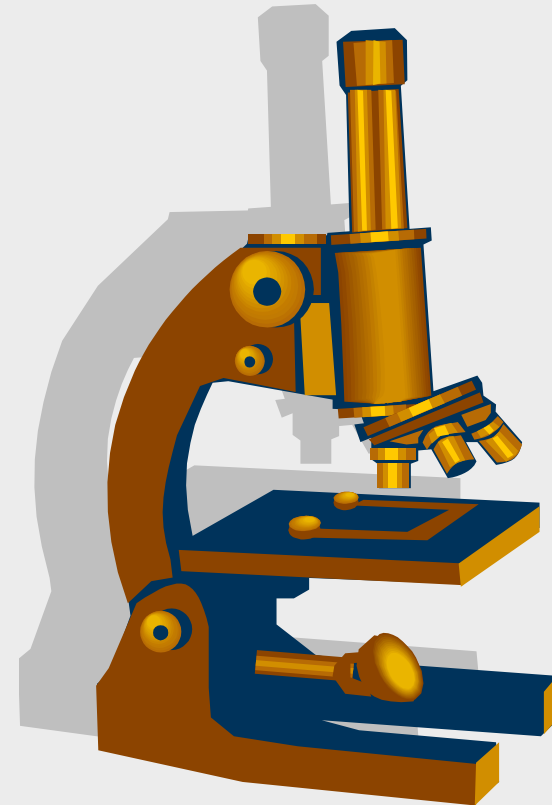


# Redesign burden measurement system

Implemented since data collection year 2014

Facilitates more insight in how burden is spread over businesses or specific subgroups

Measurement at the level of the business and by mode of response



# Plans for near future

Extended burden analyses

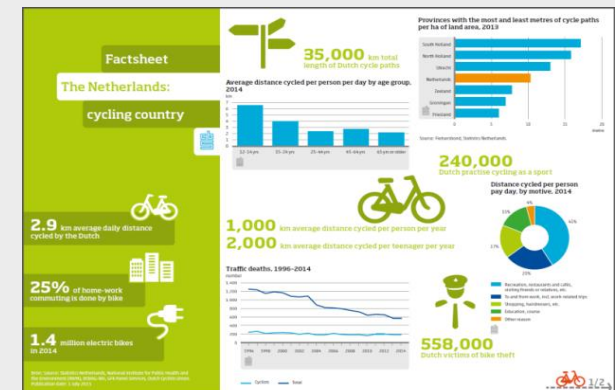


Extending existing developments



Further improvement of communication

Balancing quality and response burden



## Read more on burden management at NSIs?

- Brady, C. 2016. “Respondent outreach practices at the US Census Bureau”. In Proceedings of the Fifth International Conference of Establishment Surveys, June 20-23, 2016, Geneva, Switzerland: American Statistical Association.  
[http://ww2.amstat.org/meetings/ices/2016/proceedings/095\\_ices15Abstract00246.pdf](http://ww2.amstat.org/meetings/ices/2016/proceedings/095_ices15Abstract00246.pdf)
- Brown, P. 2016. “Respondent advocate experiences at Statistics New Zealand”. In Proceedings of the Fifth International Conference of Establishment Surveys, June 20-23, 2016, Geneva, Switzerland: American Statistical Association.  
<http://ww2.amstat.org/meetings/ices/2016/proceedings/Paul%20Brown.pdf>
- Giesen, D., and A. Vaasen-Otten. 2016. “Response Burden Management for Business Surveys at Statistics Netherlands”. In Proceedings of the Fifth International Conference of Establishment Surveys, June 20-23, 2016, Geneva, Switzerland: American Statistical Association  
[http://ww2.amstat.org/meetings/ices/2016/proceedings/096\\_ices15Final00082.pdf](http://ww2.amstat.org/meetings/ices/2016/proceedings/096_ices15Final00082.pdf)
- Vella, M. 2016. “Business Respondent Advocacy at Statistics Canada: Where we’ve been and where we’re going?” Proceedings of the Fifth International Conference of Establishment Surveys, June 20-23, 2016, Geneva, Switzerland: American Statistical Association.  
[http://ww2.amstat.org/meetings/ices/2016/proceedings/097\\_ices15Final00301.pdf](http://ww2.amstat.org/meetings/ices/2016/proceedings/097_ices15Final00301.pdf)



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